



## EDEN Web Entry Training Manual

- **Normal Notice**
- **Emergency Notice**
- **Design Notice**
- **Restake**
- **Additional Request**
- **Multiple Locate Requests / Copy / Cancel**



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# Important Information

## **Requirement to report a damage to underground utility:**

Under Georgia law, you are required to **report any damages to Georgia 811 as well to the affected utility member.**

## **Contact Us:**

### **Web Services**

Mon – Fri | 7:00 a.m. – 4:30 p.m.

By phone at (770) 623-4332 Ext. 555

Or by email at [WebHelpDesk@georgia811.com](mailto:WebHelpDesk@georgia811.com)

### **Georgia 811 Contact Center**

Mon – Fri | 7:00 a.m. – 6:00 p.m. (& 24/7 for Damages/Emergencies)

By phone at (770) 623-4344 or 811

## **Resources:**

General Information: [www.georgia811.com](http://www.georgia811.com)

eRequest Portal: <http://my.ga811.com/>

EDEN Web User Resources & Training Material: <http://georgia811.site/index.php/eden-web-entry>

## **Web User Information:**

EDEN Portal: <http://eden.gaupc.com>

User Name: \_\_\_\_\_

Password: \_\_\_\_\_



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# EDEN – Web Entry

EDEN is a Web Application that enables Members and Excavators to create, manage, respond to and edit Georgia 811 Locate Requests.

## **Browser Requirements:**

1. EDEN currently only supports the Internet Explorer browser - versions 6 and up.
2. The Compatibility View must be turned on for the GAUPC.com domain.

**To turn on Compatibility View go to the Tools menu > Compatibility View Settings and enter GAUPC.com into the website list.**

3. Additionally, all browser pop-up blockers must be set to allow pop-ups from EDEN.GAUPC.com.

**To allow pop-ups go to the Tools menu > Internet Options > Privacy > Under *Pop Up-Blocker* click Settings > and enter EDEN.GAUPC.com into the website list.**

## **Recommendations:**

1. For ease of use on our system's map, an external mouse is highly recommended over the use of a laptop mouse-pad.

## Normal (or Standard) Notice



### Creating a Normal Notice

A Normal (or Standard) Notice provides a communication to Georgia 811 to alert the involved utility facility owners or operators of the need to dig. Georgia 811 then notifies the utility members to locate the underground utility facilities in the digsite area within 48 business hours.

The locate request expires 30 calendar days following the date of notice.

Utility members must respond to the Positive Response Information System on a Normal Notice.

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Select **Request Panel** from the top panel.

Click on **Create Locate Request**.

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### Excavator Info

Your Excavator Information fields will be auto populated:

- Excavator ID
- Excavator Phone
- Excavator Type
- Caller name
- Caller Email

**NOTE:** To make changes, you must contact the Customer Connections department by dialing 770-623-5786 or emailing [customerconnections@georgia811.com](mailto:customerconnections@georgia811.com).

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### Company Info

Your Company Information fields will be auto populated:

- Company Name
- Company Address / City / State / Zip

1. **Add Field Contact:** Click the check box to add a Field Contact Name and Number.
2. **Work is For:** Enter who you are doing the work for.

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### Type of Work

1. **Type of Work:** Enter the specific type of work being performed. (Choose from the drop down list or type it in.)

**NOTE:** You must list **ALL** of the different types of excavation that will occur.

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### Project Duration

1. **Project Duration:** Enter the length of time excavation will take place on the project.

**NOTE:** The digging portion of the project should take no longer than 90 days. If the excavation will take longer, contact the Georgia 811 Contact Center to process a Large Project.)

## Normal (or Standard) Notice Cont.



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### Digsite Info

1. **Digsite County:** Enter the County the digging will take place in.

**TIP:** As you are entering the county in this field, you will notice the drop down list changing as you type each letter. If you TAB to the next field and a county is highlighted in the drop down list, the county highlighted will be selected.

2. **Digsite City:** Enter the city of the location.

**TIP:** As you are entering the city in this field, you will notice the drop down list changing as you type each letter. If you TAB to the next field and a city is highlighted in the drop down list, the city highlighted will be selected.

3. **Digsite Address:** Enter the address where the excavation will take place.

- **Street Address Number:** Enter the house or building number.
- **Prefix:** Enter the directional prefix such as “S” or “South” Summit Ridge Parkway.
- **Street Name:** Enter the street name without any prefix, suffix or street type.

**TIP:** If you are using South Summit Ridge Parkway, for example, you would type in “Summit Ridge” as the street name. A drop down list will appear with a list of streets as you type each letter of the street name. If you are unable to find the street name in the drop down list, use the *APS* feature described in the next section.

- **APS (Adjacent Places Search):** Check this option to search for the street in surrounding counties or cities.

**TIP:** After typing in the street name use the mouse or use the TAB key with the space bar to check the APS box. A drop down list of streets in neighboring counties and cities will appear. The list is in alphabetical order. Highlight and select the correct digsite street name.

- **Street Type:** Enter the street type using abbreviations such as “Rd”, “Blvd”, “Cir”, etc.
- **Suffix:** Enter the directional suffix using abbreviations such as “S” for Summit Ridge Parkway *South*.

4. **Nearest Cross Street:** Enter the closest intersecting road to the digsite.

**TIP:** Enter the prefix, street type, and suffix as previously described. The *APS* feature may also be used to search for the nearest cross street.

**Subdivision/Community:** Enter the name of the subdivision or community here if applicable.

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### Locate Instructions

1. **Locate Instructions:** Type the locate instructions in the text box provided. You may also select a pre-defined work area from the drop down list located above this field. (See the *How to Write Locate Instructions* information sheet for more help.)

**TIP:** Be clear and concise when providing the locate instructions. Be aware of the following:

- A single **locate request may not be longer than ONE mile.**
- **No more than FIVE buildings, lots, or areas are allowed.** (They do not have to be consecutive addresses but must be a combined distance of no more than one mile.)
- An intersection locate request will be located a **maximum of 200 feet in all directions of the intersection** in the right of way. Specify the footage needed for the locate request not to exceed 200 feet in all directions starting from the center point of the intersection.
- A single locate request **CAN NOT include an entire subdivision, apartment complex, mobile home park, military base, etc.**
- You **CAN NOT cross county lines** on a single standard locate request.

## Normal (or Standard) Notice Cont.



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### Driving Instructions

1. Enter enough information to determine where the excavation is taking place.

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### Other Remarks

1. Enter additional information that needs to be given to the locate technician.

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### Work Information Questions

1. **Boring:** If the excavation requires horizontal directional drilling under a ground surface, then select **Yes**. If not, select **No**.
2. **Blasting:** If the excavation requires blasting with dynamite or any other explosives, then select **Yes**. If not, select **No**.
3. **White Line:** If the digsite has been marked with white paint, white stakes and/or white, select **Yes**. If the area is not white lined, select **No**.

**TIP:** If the digsite is marked with any color other than white, specify that information in the **Locate Instructions** box.

4. **Underground/Overhead:** Select whether you are working within 10 feet of any overhead high voltage power lines (a line that is carrying 750 or more volts). The default selection will be for an *Underground (excavation only)* request.
  - **Underground** (Default selection): Excavation Only – Select if excavation will take place and persons and/or equipment will not be within 10 feet of any overhead high voltage power lines.
  - **Both Overhead and Underground:** Excavation and Overhead – Excavation will take place and persons and/or equipment will be within 10 feet of overhead high voltage power lines.
  - **Overhead:** Overhead with No Excavation – No excavation will take place but persons and/or equipment will be within 10 feet of overhead high voltage power lines. (Example: Tree trimming.)

**NOTE:** If either *Both Overhead & Underground* or *Overhead* is selected, you must select dates from the **Overhead Begin Date** and **Overhead Completion Date** calendar pop-up at the bottom of the locate creation screen.

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### Map

Select **View Dig Site Map** or **Verify Dig Site Map**.

1. **Verify the map** for accuracy.

OR

**Manually grid the digsite.** (See the *Mapping Overview* information sheet for more help.)

- Do not grid more than 1 square mile. No more than 8 grids should be used.
- The map grid may not be longer than 2 miles along a road.
- Be sure to include driving directions in the Driving Instructions box on the locate request if the system did not find a match on the map.
- The map should be gridded to cover the **ENTIRE** digsite.
- The County and City on the map should match the Digsite Info.
- The map grid should not cross County lines.

## Normal (or Standard) Notice Cont.



**NOTE: It is imperative that the map is gridded correctly!** The map grid determines the utility members to be notified. You may need to correct the system's grid or you may have to manually grid the site if the system did not find the digsite in the database.

2. Select **Verify Locate Request** to go back to the locate creation screen.

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### Utility Member List

The map grid determines the utility members to be notified. After gridding the map and returning to the locate creation screen, the list of facility operator who will be notified will appear at the top of the page.

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### Dates and Time

1. Review the Legal Dates of the locate request:
  - **Legal Date:** This is the date and time the locate request will become effective.
  - **Response Due Date:** This is the date when each utility member notified must respond to the locate request through the Positive Response Information System (PRIS), providing the status of the locate request.
  - **Restake Date:** This is the date when the locate request must be updated or renewed to continue excavation past the expiration date. You must restake your locate request by 4:30 p.m. on this date or anytime during the two business days prior to this date.
  - **Expiration Date:** This is the date the locate request expires. No excavation can be performed past this date without a valid locate request.

**NOTE:** Standard locate requests expire 30 calendar days following the date of notice. The project duration does not affect the expiration date.

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### Submit Request

1. **Submit Request:** Click *Submit Request* to complete the notice. This button will appear right above the *Verify Digsite Map* button once you return to the *Locate Request Creation* page from the map.



## Creating an Emergency Notice

An Emergency Notice is a communication to alert the involved facility owners or operators of the need of excavation that requires immediate attention due to: **A sudden or unforeseen occurrence involving a clear and imminent danger to life, health, or property; the interruption of utility services; or repairs to transportation facilities that require immediate action.**

It is effective immediately and expires at 7:00 AM three business days after the request is made.

An Additional Request can be issued on an Emergency locate request. However, utility members do not have to respond to the Positive Response Information System on an Emergency Notice.

To create an Emergency Notice, you will:

1. Change the Locate Request Type to **Emergency Notice**.
2. **Add the emergency information:** Reason for the emergency, Field contact, Crew ETA.
3. Follow standard **Normal Notice** procedures.

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Select **Request Panel** from the top panel.

Click on **Create Locate Request**.

1. **Locate Request Type:** Choose **Emergency Notice** as the type of locate request you would like to create.
2. Under **Does your situation qualify as an Emergency**, select **Yes**.
3. Under **Does this emergency involve a gas facility**, select **No**.

**NOTE:** Emergency incidents involving gas damages are required to be called into the Georgia 811 Contact Center.

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## Emergency Information (Red box)

1. Type the *reason for the emergency* in the **For what reason is this an emergency?** box. (Example: Service is out, water escaping, etc.)
2. **Is the crew on site?** Select the **Yes** if the crew is on site, if not select **No**.
3. **Who is the field contact?** Enter the field contact that is on site.
4. **What is the phone number of the contact?** Enter the field contact's phone number.

Follow standard **Normal Notice** procedures and include the following:

**Company Info**

**Type of Work**

**Project Duration**

**NOTE: Project Duration:** You will not be able to enter a *Project Duration*.

**Digsite Info**

**Locate Instructions**

**Driving Instructions**



# Emergency Notice Cont.



Other Remarks

Work Information Questions

Map

Utility Member List

Dates and Time

1. Review the Legal Dates of the locate request:

- **Legal Date: Emergency requests become effective immediately.**
- **Expiration Date: Emergency requests expire at 7 a.m. on the Expiration Date.** No excavation can be performed past this date without a valid locate request.

**NOTE:** Emergency locate requests expire 3 calendar days following the date of notice.

Submit Request

# Design (or Survey) Notice



## Creating a Design Notice

A Design (Survey) Notice is created for advanced planning purposes. It indicates the crew will not be digging but wants to know where underground utility lines are for survey purposes.

It does not allow for excavation.

This notice has no life and the Locate Request Size Policy does not apply.

Utility Members must respond to the Positive Response Information System within **10 working days** on a Design Notice.

To create a Design Notice, you will:

1. Change the Locate Request Type to **Design Notice**.
2. Enter the **Locate Instructions AND Preferred Response Method**.
3. Follow standard **Normal Notice** procedures.

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Select **Request Panel** from the top panel.

Click on **Create Locate Request**.

1. **Locate Request Type:** Choose **Design Notice** as the type of locate request you would like to create.
2. If **NO** digging is involved, click on the **No** radio button and read the disclaimer of **preferred response methods**:

Please be aware that no digging is permitted on a Design locate request. Facility operators have 10 working days to respond by either:

1. Marking the utilities,
2. Provide a "best available description" of any facilities in the area of proposed excavation, or
3. Allow an authorized person to inspect or copy the drawings or other records within the proposed area.

Click on the **Proceed** button.

Follow standard **Normal Notice** procedures and include the following:

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### Excavator Info

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### Company Info

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### Type of Work

**NOTE: Type of Work:** This field will default to "Design".

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### Project Duration

**NOTE: Project Duration:** It is not required to enter a *Project Duration*.

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### Digsite Info

## Design (or Survey) Notice Cont.



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### Locate Instructions

1. Enter the **locate instructions**.
2. Enter your **preferred response method**.

**Example: PLEASE MARK THE UTILITIES.**

**Example: PLEASE PROVIDE A "BEST AVAILABLE DESCRIPTION" OF ANY FACILITIES IN THE AREA.**

**Example: PLEASE ALLOW AN AUTHORIZED PERSON TO INSPECT / COPY THE DRAWINGS OR RECORDS.**

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### Driving Instructions

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### Other Remarks

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### Work Information Questions

1. **White Line:** If the digsite has been marked with white paint, white stakes and/or white, select **Yes**. If the area is not white lined, select **No**.  
**TIP:** If the digsite is marked with any color other than white, specify that information in the **Locate Instructions** box.
2. Set the radio button to **No** for Boring and Blasting; and keep **Underground** for the Overhead protection field.

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### Map

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### Utility Member List

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### Submit Request

# Restake (or Renewal) Notice



## Restaking a Notice

A Restake (or Renewal) Notice extends the life of a Normal Notice. A new locate request linked to the original locate request is generated. The new locate request lets the utility members know that the digging is ongoing and to check their markings. The markings will be remarked if necessary.

The new locate request expires 30 calendar days following the date of notice.

Utility members must respond to the Positive Response Information System on a Restake locate request.

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Select **Request Manager** from the top panel.

1. Type in the locate request number in the *Locate Request Number* field and click on **Get Locate Request List**. (The locate request number will appear at the bottom of the screen.)
2. Select the **original version (Version 0)** of the locate request.
3. Select the **Restake radio button** located in the top of the screen.

**TIP:** If the request is past the restake date or expired, a dialog box will appear prompting you to create a new locate request by copying the Request. Click **OK** and proceed with restaking the notice.

4. Verify that **ALL** information on the locate request is still accurate.

**NOTE:** If you need to make a change to the locate request, you will have to create a new request.

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## Submit Request

1. Click the **Restake** button located at the top of the screen. (A pop-up box will appear with your new locate request number.)

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## Dates and Time

1. Review the Legal dates of the locate request.

**TIP:** To review the Legal Dates of the submitted Restake, view the locate request's text by going to EDEN's home page:

- Select **Request Panel** from the top panel. (The request that was last submitted will appear in blue at the top of the list of submitted requests.)
- Click in the blue to view the information submitted on the locate request.

# Additional Request



## Creating an Additional Request

An Additional Request is sent to re-notify the utility members on an active locate request.

Before submitting an Additional Request, **you must either wait for a response to be loaded in the Positive Response Information System, wait until Noon on the Legal Date, or request to add information that does not change the integrity of the notice.** The system will assign a new version for the same locate request.

An Additional Request does not extend the life of a locate request.

Utility Members must respond to the Positive Response Information System on an Additional Request.

## Reasons to Issue an Additional Request

- You disagree with the Positive Response Information System (PRIS).
- The utility member has not responded to PRIS and it is past noon on the *Legal Date*.
- An Additional Request has already been made and there is still no response.
- Notify utility members of new information that does not change the integrity of the locate request (i.e. gate code or job number).

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**NOTE:** Once an *Additional Request* is sent, there is no way to retract it. Canceling an *Additional Request* will cancel the entire notice.

Select **Request Manager** from the top panel.

1. Type in the locate request number in the *Locate Request Number* field and click on **Get Locate Request List**. (The locate request number will appear at the bottom of the screen.)
2. Select the **original version (Version 0)** of the locate request.
3. Select the **Additional Request** radio button located in the top of the screen.

**NOTE:** If you need to make a change to the locate request, you will have to create a **new** request.

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## Utility Member List

1. **Select the utility members** that you want to re-notify.

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## Driving Instructions

1. Add or correct the driving instructions if necessary.

## Additional Request Cont.



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### Other Remarks

1. Remove any remarks that do not apply. (Keep the *Restake* information.)
2. Type: **ADDITIONAL REQUEST:**
3. Enter the *reason* for the Additional Request.

**Example: DISPUTING PRIS.**

4. Enter the Field Contact's *name* and *phone number*.

**Example: CONTACT: DIGGER @ 770-623-4332**

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### Submit Request

1. Select ***Make Additional Request*** button at the top of the screen.

**NOTE:** On Additional Requests, the locate request number, dates and times remain the same.

### Creating an Additional Request on an Emergency Notice

1. Follow standard ***Additional Request procedures***. (However, remember that the utility members are not required to respond to the Positive Response Information System on an Emergency Notice.)

## Multiple Notices / Copy / Cancel

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### Creating Multiple Notices

Once the first request has been successfully submitted, the system will generate a dialog box that shows the locate request number along with a “Yes” and “No” option.

Select **Yes**:

1. Add and/or change information on the locate request creation screen.
2. **Verify the map** for accuracy.

OR

**Manually grid the digsite.**

3. Follow standard procedures for the notice type.

### Copying a Notice

Select **Request Manager** from the top panel and perform a search for the existing Notice.

Select the original version (**Version 0**) of the notice.

Click on the **Copy** radio button.

Click on **Copy**.

Select **OK** to save the manually selected digsite or **Cancel** to not save the digsite. (The notice's information copies onto a new notice and is not linked to the notice it was copied from.)

1. Add and/or change information on the locate request creation screen.
2. **Verify the map** for accuracy.

OR

**Manually grid the digsite.**

3. Follow standard procedures for the notice type.

### Canceling a Notice

**NOTE:** Always make sure you are canceling the correct notice. **Canceling an Additional Request version a notice will cancel the original notice.**

Select **Request Manager** from the top panel and perform a search for existing Notice.

Select the original version (**Version 0**) of the notice.

1. Verify you are canceling the correct Request.

Select the **Cancel** radio button.

Click on **Cancel**.

2. Enter the reason you are canceling the notice in the text box provided.

**Example:** **CHANGED THE LOCATE INSTRUCTIONS. SEE TICKET 00000-000-000.**

Click on **Yes** to cancel the notice.